



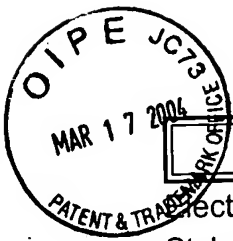
Electronic Filing System (EFS) Data
Electronic Patent Application Submission
USPTO Use Only

EFS ID: 57322
Application ID: 10735470
Title of Invention: METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
Filing Date: 2003-12-12
Effective Receipt Date: 2004-03-17
Submission Type: Information Disclosure
Statement
Filing Type:
Confirmation number: 4313
Attorney Docket Number: 717841.4




Total Fees Authorized:

Digital Certificate Holder: cn=Mark E. Stallion,ou=Registered Attorneys,ou=Patent and Trademark
Office,ou=Department of Commerce,o=U.S. Government,c=US
Certificate Message Digest: ef2b08a3c2ceaf29036b7b01a4f01ed5273c9439



TRANSMITTAL

Electronic Version v1.1
Stylesheet Version v1.1.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT									
Application Number: 10/735470 										
Date: 2003-12-12										
First Named Applicant: Anand Kumar										
Confirmation Number: 4313										
Attorney Docket Number: 717841.4										
<p>I hereby certify that the use of this system is for OFFICIAL correspondence between patent applicants or their representatives and the USPTO. Fraudulent or other use besides the filing of official correspondence by authorized parties is strictly prohibited, and subject to a fine and/or imprisonment under applicable law.</p> <p>I, the undersigned, certify that I have viewed a display of document(s) being electronically submitted to the United States Patent and Trademark Office, using either the USPTO provided style sheet or software, and that this is the document(s) I intend for initiation or further prosecution of a patent application noted in the submission. This document(s) will become part of the official electronic record at the USPTO.</p>										
<table border="1"><thead><tr><th>Submitted by:</th><th>Elec. Sign.</th><th>Sign. Capacity</th></tr></thead><tbody><tr><td>Mark E. Stallion Registered Number: 46,132</td><td>/Mark E. Stallion/</td><td>Attorney</td></tr></tbody></table>			Submitted by:	Elec. Sign.	Sign. Capacity	Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney		
Submitted by:	Elec. Sign.	Sign. Capacity								
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney								
<table><tr><td>Documents being submitted</td><td>Files</td></tr><tr><td>us-ids</td><td>nisc4.2-usidst.xml</td></tr><tr><td></td><td>us-ids.dtd</td></tr><tr><td></td><td>us-ids.xsl</td></tr></table>			Documents being submitted	Files	us-ids	nisc4.2-usidst.xml		us-ids.dtd		us-ids.xsl
Documents being submitted	Files									
us-ids	nisc4.2-usidst.xml									
	us-ids.dtd									
	us-ids.xsl									
Comments										



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

Title of
Invention

METHOD AND APPARATUS FOR PROVIDING
INTEGRATED CUSTOMER CARE AND WORK-FLOW
MANAGEMENT

Application Number: 10/735470



Confirmation Number: 4313

First Named Applicant: Anand Kumar

Attorney Docket Number: 717841.4

Search string: (6337901 or 6182054 or 6515968 or 6298352
or 6128624 or 6324516 or 5878400 or 6249905
or 6563518 or 6031904 or 20020138828 or
20030033167 or 20020168055 or 20020049615
or 20030059845 or 20020087341 or
20030090514).pn.

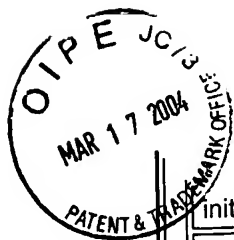
US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
	1	6337901	2002-01-08	Rome, et al.			
	2	6182054	2001-01-30	Dickinson, et al.			
	3	6515968	2003-02-04	Combar, et al.			
	4	6298352	2001-10-02	Kannan, et al.			
	5	6128624	2000-10-03	Papierniak, et al.			
	6	6324516	2001-11-27	Shults, et al.			
	7	5878400	1999-03-02	Carter, III			
	8	6249905	2001-06-19	Yoshida, et al.			
	9	6563518	2003-05-13	Gipalo			
	10	6031904	2000-02-29	An, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications



init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20020138828	2002-09-26	Robohm, et al.			
	2	20030033167	2003-02-13	Arroyo, et al.			
	3	20020168055	2002-11-14	Crockett, et al.			
	4	20020049615	2002-04-25	Huber			
	5	20030059845	2003-04-10	DeWitt, et al.			
	6	20020087341	2002-07-04	Kappel, et al.			
	7	20030090514	2003-05-15	Cole, et al.			

Signature

Examiner Name	Date